



VACANCY NUMBER 16-028

OPEN TO: **ALL INTERESTED CANDIDATES/ALL SOURCES**
POSITION TITLE: **CUSTOMER SERVICE LIAISON**
OPENING DATE: APRIL 13, 2016
CLOSING DATE: MAY 4, 2016
WORK HOURS: FULL TIME, 40 HOURS PER WEEK
SALARY: ORDINARILY RESIDENT (OR): FSN-7* -
NOT-ORDINARILY RESIDENT (NOR): FS-7**
**Final grade/step for NORs will be determined by
Washington.

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

**The U.S. Mission in Israel is seeing eligible and qualified applicants for the position of
CUSTOMER SERVICE LIAISON**

BASIC FUNCTION OF POSITION:

This position is located in the Housing Unit at the Warehouse in the Hertzilya Pituach area. Working for the Housing Supervisor, the Customer Service Liaison will provide support and will be the point of contact between local telephone, cable television and Internet Service Providers, and the Embassy's U.S. direct hire community for the ordering, service, billing, and cancellation of personal residential telecommunications services, to include: telephone lines, Internet service and cable television. Incumbent deals with customers, managing conflict, deescalating tensions and keeping accurate records of requirements and solutions which are critical to successfully performing this position.

QUALIFICATIONS REQUIRED:

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

- **EDUCATION:** Completion of high school, plus at least 2 years of post-secondary education (university, college, professional/technical/trade school).
- **EXPERIENCE:** 3-5 years progressive experience in a technical, billing or executive clerical position.
- **LANGUAGE:** Level IV English and Hebrew (fluency) spoken, reading, and written **(This will be tested.)**
- **JOB KNOWLEDGE:** Must have strong customer service background.
- **SKILLS AND ABILITIES:** Good computer skills handling a variety of applications.
- **SKILLS AND ABILITIES:** Must have a valid Israeli driver's license.

UNSUCCESSFUL CANDIDATES WILL NOT BE NOTIFIED

FOR FURTHER INFORMATION: The complete position description listing all of the duties and responsibilities may be obtained on our website at <http://israel.usembassy.gov/emp.html> and/or by contacting the Human Resources Office (point of contact: Jenny Zer, 03-519-7318 or 050-305-5375).

SELECTION PROCESS: When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

HIRING PREFERENCE ORDER:

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP

ADDITIONAL SELECTION CRITERIA:

1. Management will consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold a security clearance.

HOW TO APPLY:

Applicants must submit the following documents to be considered:

- Universal application for Employment (UAE), [DS-174](#) , which is available on our website or contacting Human Resources. (See “For Further Information” above); and
- Any additional documentation that supports or addresses the requirements listed above (e. g. transcripts, degrees, etc.)

NOTE: Please download the DS-174 onto your personal computer, complete it, and send to the HR Office. See “Where To Apply” for details.

IMPORTANT: Applicants claiming a U.S. Veteran’s Preference must submit written documentation confirming eligibility (e.g., Member Copy 4 or Form DD-214, letter from the Veteran’s Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the verification is submitted) by the closing date of the vacancy announcement.; If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran’s preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran’s preference may be found in HR/OE’s Family Member Employment Policy (FMEP).

WHERE TO APPLY:

Human Resources Office:	Jenny Zer
Mailing Address:	U.S. Embassy Tel Aviv, 71 Ha'yarkon Street, Tel Aviv
FAX Number:	972-3-519-7605
E-mail Address:	telavivemp@state.gov

EQUAL EMPLOYMENT OPPORTUNITY: The US Mission in Israel provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A – DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is defined as an individual who meets all of the following criteria:

- U.S. citizen or not a U.S. Citizen; **and**;
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets all of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee’s post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Services.

Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets all of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**

- Listed on travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): A MOH is an individual who meets **all** of the following criteria:

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; **and**
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not an EFM**;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

Not Ordinarily Resident (NOR): – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; **or**
- Has diplomatic privileges and immunities; **and**
- Is eligible for compensation under the FS or GS salary schedule; **and**
- Has a U.S. Social Security Number (SSN); **and**
- Is not a citizen of the host country; **and**
- Does not ordinarily reside in the host country; **and**
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR):– An individual who meets the following criteria:

- A citizen of the host country; **or**
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is a local resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and /or residency permit; **and/or**
- Is subject to host country employment and tax laws.